

IKEA Kitchen cleaning guide and IKEA kitchen Guarantee

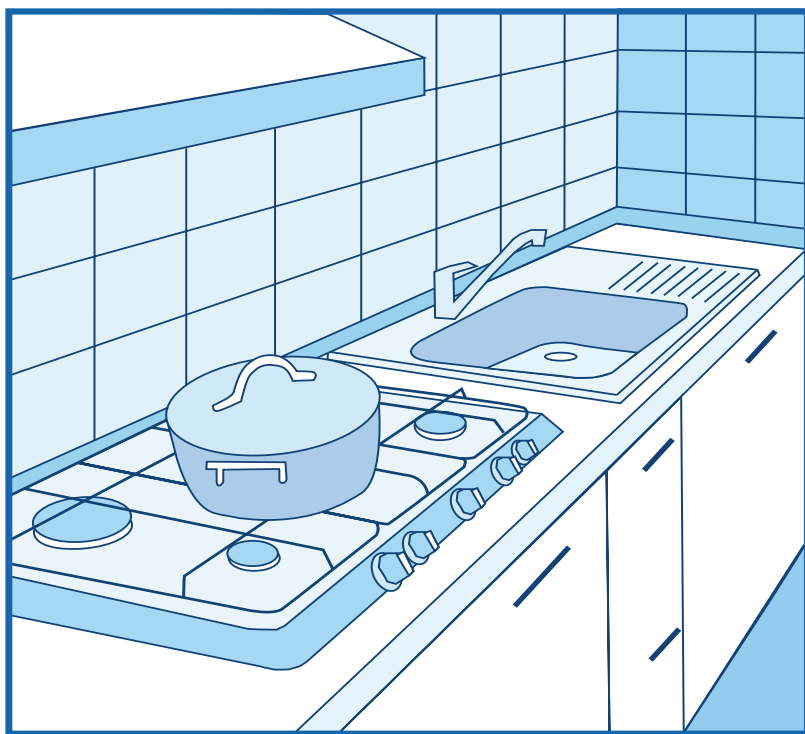


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Taking care of your kitchen the right way is very important!



We recommend these ten simple & safe ways to take care for your IKEA kitchen.



1. Choose your cleaning cloths wisely

To clean cabinets, the best choice is soft cloths that are lint-free. Great types of cloths to use are soft fabrics such as microfiber.

TIP: Avoid using a used dishcloth or sponge. They carry residue and chemicals that can damage the cabinet surface.

2. Avoid abrasive cleaning solvents

When cleaning your cabinets, use natural products that won't scratch the cabinet finish or leave sticky residues. Avoid using any cleaning products that contain ammonia, and avoid any abrasive cleaners such as powdered cleaners.

TIP: Mild, grease-cutting hand washing dish soap makes an ideal cabinet cleaner.

3. Use mild detergent

You can make your own cabinet cleaning soap easily with ingredients you already have at home. Mix 2 tablespoons of dish soap into 2 cups of warm water. You can also use a mixture of vinegar and water. Apply the mild cleaning detergent of your choice to your cabinets using a clean, soft cloth.

TIP: If using a commercial cleaning product, buy one made specifically for wood cabinets.

4. Wipe Cabinets with mild soap and water

While mild soap and water is the preferred solution for cleaning all kitchen cabinet types and finishes, too **much moisture is an enemy of wood and wood finishes**. For the best results, apply a mixture of soap and water using a soft cloth. Then, rinse the cabinet with clean, fresh water using a second clean cloth to remove detergent residue.

TIP: To avoid water damage, use a third clean, dry cloth to dry the cabinet right away.

5. Use baking soda for difficult stains

For tough stains, some water spots respond to white toothpaste or baking soda. Use a wet cloth to clean the cabinet surface, while being careful not to scratch or otherwise damage the surface. Test the cleaner on the interior of the cabinet before you use it on the cabinet exterior for best results.

TIP: For problem areas with built-up grease or food, try an emulsifying cleaner such as an oil soap.

6. Limit exposure to moisture

Avoid splashing water over your kitchen cabinets and cabinet fronts. If exposed to moisture, wipe dry after every use with soft absorbent cloth to avoid damage. Be especially mindful of the area around the sink. Wipe the area dry after each time you wash the dishes.

TIP: Dry wet dishcloths or towels in the dryer rather than leaving them to hang on cabinets or cabinet doors.

7. Avoid staining and discoloration

To keep cabinets looking their best, follow best basic care practices. Immediately clean up any spills, splatters, or water spots with a soft cloth. The sooner you spot clean, the less chance of staining or discoloring the cabinetry. Grease and food particles, especially spices like chili, paprika and turmeric also become more difficult to remove over time.

TIP: Removing dried-on residue may require tough scrubbing and a harsh cleaner. Be careful not to damage the cabinet finish.

8. Don't overlook cabinet tops

One part of the cabinetry that is sometimes overlooked is the tops of cabinets, which do collect dust. Although cabinet tops do not need cleaning as often as the front surfaces, they should be cleaned regularly—at least every other week, and more often if you cook regularly.

TIP: Dust can mix with oil and grease. Avoid build-up by regularly cleaning the tops of your cabinets.

9. Use kitchen appliances carefully

Be mindful of the impact some appliances may have on your kitchen – especially the ones producing steam. Do not place pressure cookers, electric kettles and free-standing cooktops directly below the wall cabinets. Consistent exposure to steam may damage the cabinets above over the time.

TIP: Place all appliances like that in the open space on the kitchen worktop or under the extractor hood/chimney if applicable.

10. Use shelf and drawer liners

Over time multiple movement in/out of the cabinet and drawer may scratch the surface. Every time you open the drawer things inside might slide and potential damage the drawer – especially knives and heavy pots and pans (particularly, cast iron). It is advisable to use protective liner on shelves and drawers to minimize the wearing off over time.

TIP: There is a variety of different liners available: parchment paper, plastic, felt, etc. We recommend plastic or felt, which would help you also avoid things sliding in the drawers.

Our recommendation

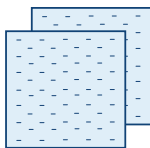
We recommend to use a dish drainer or dish drying mat to place your washed dishes.

In IKEA we have a wide range of dish drainers that have removable tray underneath to collect water from washed dishes and drying mats to avoid your kitchen countertop to get wet.

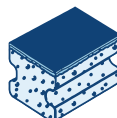
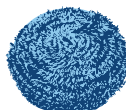
Here is a quick guide to help you select the right cleaning supplies when taking care of your IKEA kitchen.



Good to use

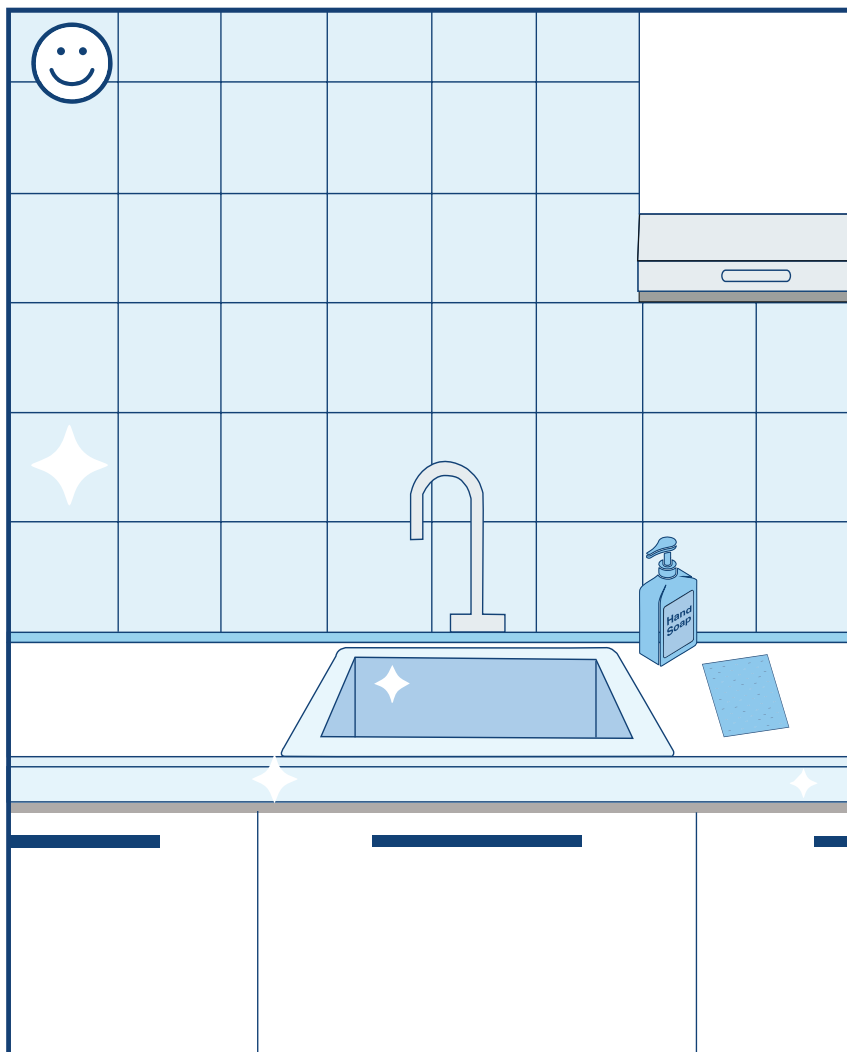


Do not use



Recommended practices when taking care of

your IKEA kitchen: Immediately clean up any spills, splatters with a soft cloth mild soap. The sooner you spot clean, the less chance of staining or discoloring the cabinetry. Grease and food particles, especially spices like chili, paprika and turmeric also become more difficult to remove over time.

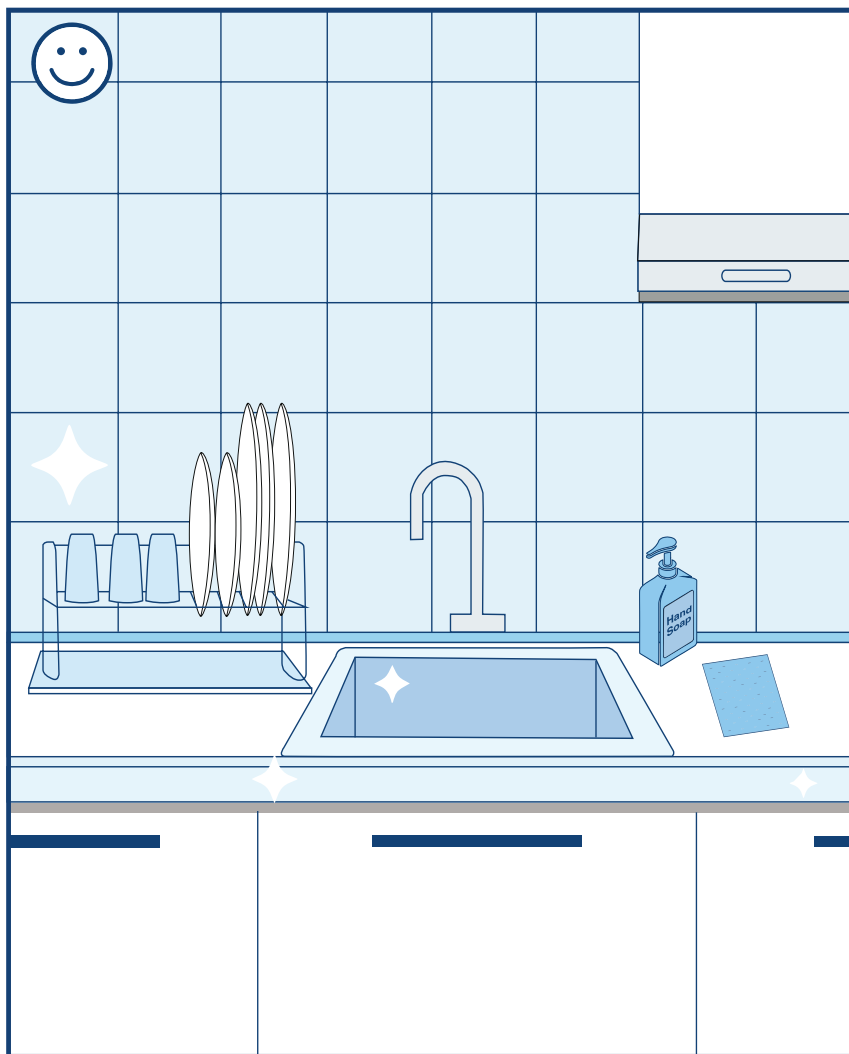


Not recommended practices when taking care of your IKEA kitchen.

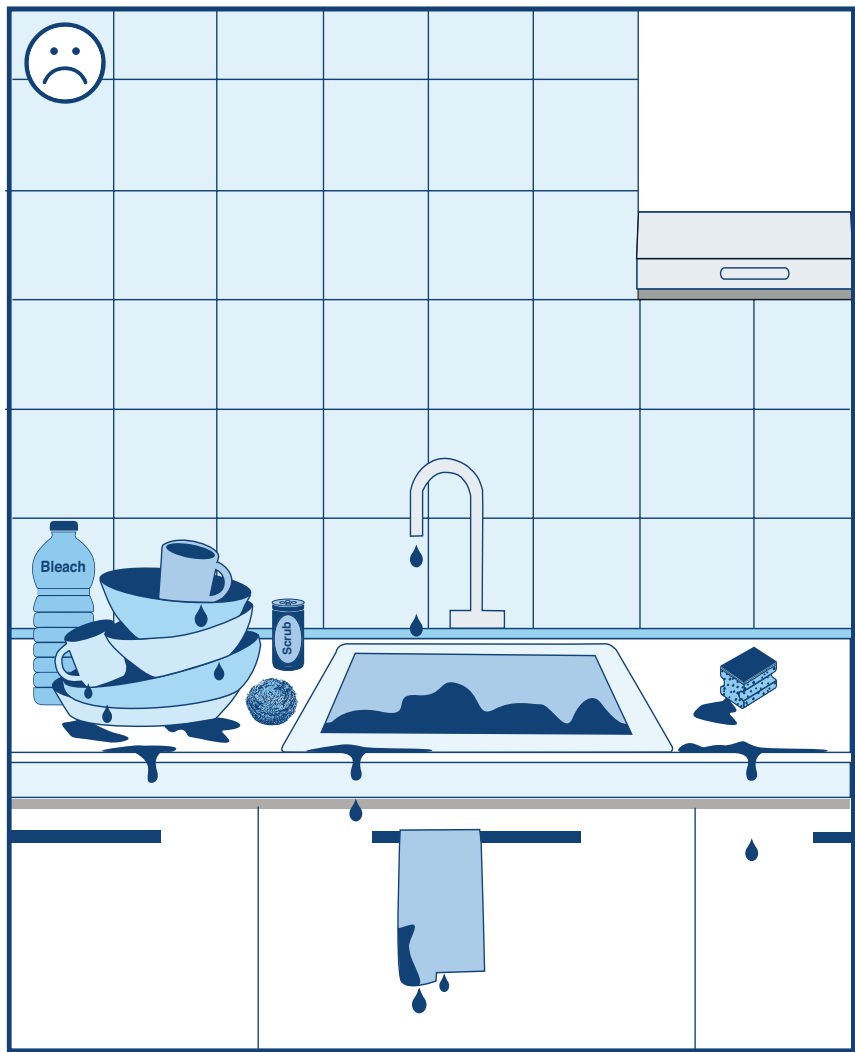


Recommended practices when taking care of your

IKEA kitchen: Avoid splashing water over your kitchen cabinets and cabinet fronts. If exposed to moisture, wipe dry after every use with soft absorbent cloth to avoid damage. Be especially mindful of the area around the sink. Wipe the area dry after each time you wash the dishes. Place your washed dishes in a dish drainer or dish drying mat.



Not recommended practices when taking care of your IKEA kitchen.



By following these ten simple steps and our recommendations, you will enjoy a beautiful and functional kitchen that will age gracefully and serve you for many years to come. Good luck!



IKEA kitchen

Cabinets, Appliances, Worktops, Frames, Drawer Fronts and Sinks





Metod Kitchen
System



Appliances

Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 10 year guarantee that covers defects in the material and workmanship on the METOD kitchen system. IKEA appliances have a 5-year guarantee.

*For appliances named TILLREDA and LAGAN a guarantee is valid for two years from the date of purchase.

How long is the guarantee valid?

The guarantee for the METOD kitchen system remains in force for ten years (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

- This guarantee applies to domestic use only and covers defects in material and workmanship in the METOD kitchen system
- The guarantee covers any manufacturing defect due to climate, humidity and dust
- This guarantee applies only if the products have been bought, assembled and installed by IKEA and IKEA associate partners
- Damages due to transport only on the sole discretion of IKEA INDIA on inspecting the damages and are determined as damages due to transport service provider
- The guarantee covers articles bought and transported by IKEA authorized transport partner only

METOD kitchen system

What products covered under this METOD guarantee?

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinet frames
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- UTRUSTA dish drainers for wall cabinet
- HÅLLBAR support for waste sort bins
- UTRUSTA wire baskets
- FÖRVARA drawers
- TUTEMO and Open Cabinets

What will IKEA do to correct the problem?

IKEA INDIA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by IKEA INDIA. Replaced parts become the property of IKEA INDIA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

After Sales service In order to offer functional products that meet your needs and expectations we renew our product range every year. For this reason, we cannot guarantee that products and prices will be valid beyond the catalogue period of one year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts. This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, moldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

What is not covered under this guarantee?

- Normal wear and tear
- Scratches and Cuts by impacts of accidents or due to cleaning
- Damage from excess steam and smoke
- Articles that are abused, misused, altered, or incorrectly cleaned
- Damage caused due to leakages
- Damages due to the electric connection or due to the wrong voltage or by chemical or electro-chemical reaction or rust or corrosion
- Damages due to natural calamities like flood, earthquakes, thunder, tsunami etc
- Damages due to societal or law & order changes like riots or any abnormal conditions in the society
- Damages due to usage of excess water to wash or clean the floor, base, sink, edges, stands, cabinets etc where IKEA articles are installed
- Damages caused due to fixing the water purifiers or any water or electric gadgets in the IKEA cabinets that are not recommended or advised by IKEA at the time of planning the kitchen
- Installed for any commercial purposes like the restaurants, canteens, pantry, schools, hospitals etc
- Damage due to pests (rats, ants, cockroach, worms, insects etc.)
- If the care instructions are not followed
- Consequential Damages
- Accidental Damages
- Knobs, Handles and Taps
- If any of the products are installed/ replaced by the customer or any vendor/partner not authorized by IKEA INDIA
- Batteries and lamps, ceramic glass, accessories, crockery, cutlery baskets, feed and drainage pipes, seals, lamp covers, screens, knobs, casings and part of casings, lightings
- In Cases where no fault/defect or damage could be determined during a technician's visit for inspection by IKEA co-worker or authorized IKEA India vendor/associate/partner
- If the changes in the site are not as per the changes recommended by IKEA at the time of initial visit

How country, provincial and state law applies

This guarantee gives both the parties specific legal rights based on the terms and conditions brought out in this document as per the then prevailing statute in INDIA.

How to reach us if you need assistance

- The Store – Customer Relations Desk between 10:00 to 23:00 (all 7 Days)
- Email us at customercare.india@ikea.com
- Call us between 9:00 to 23:00 (all 7 Days) at 1800 419 4532

Terms and Conditions

IKEA INDIA - Articles and Products

- The Guarantee is valid from the date of the purchase/ date of the tax invoice raised
- The tax invoice is a proof of validity of the guarantee, please retain and produce the invoice for future concerns raised with IKEA INDIA
- In case of any repairs, if there are articles that are replaced or used – the guarantee period is not extended for the new parts
- Replaced parts or spares used for repairs become the property of IKEA INDIA
- If the item is no longer sold by IKEA INDIA, IKEA INDIA will provide an appropriate replacement within IKEA INDIA
- IKEA INDIA or IKEA INDIA authorized vendor/partners/associates are not responsible for any additional work apart from the scope of work signed off by the customer at the time of purchase of the kitchen
- IKEA INDIA is responsible only for the articles purchased, serviced – installed/ assembled and transported by IKEA INDIA or IKEA INDIA vendors/associates/ partners
- IKEA INDIA solely owns any remaining material used in customization of Work Tops, skirting, pipes, channels, etc as designed and planned by IKEA INDIA co-workers
- IKEA will install the kitchen only once the IKEA INDIA services (Team) has confirmed the readiness of the site as recommended and agreed at the time of the purchase of the kitchen
- Customer to ensure the required/ recommended civil work before the installation like creating the exhaust space for the kitchen chimney, plumbing for the dishwasher, drilling at the time of creating a kitchen island, water seepage
- Customer to ensure no dampness or leakages to be fixed prior the Pre Installation Visit
- IKEA INDIA is responsible for the timelines, delivery, installation, assemble and services that is agreed at the time of the purchase
- Under the guarantee period the cost to inspection, replacement or repair including labour charges, transport, re-installation, article will be borne by IKEA INDIA
- IKEA INDIA is responsible of checking and inspecting the leakages and the dampness at the time of installation only. IKEA INDIA is not liable for any damages due to water leakages or dampness in the wall after signing off the completion of the installation and hand over of the kitchen
- Returns and Exchange policy applies on
 - Articles/Products in Original packaging – 100% Refund
 - Unpacked Articles/Products – Partial Refund (on sole discretion of IKEA INDIA)
 - Assembled Articles – Partial Refund (on sole discretion of IKEA INDIA)

Appliances

How long is the guarantee valid?

This guarantee named below are valid for five (5) years from the original date of purchase of the IKEA appliance from IKEA INDIA. Appliances covered under 5 Years guarantee are MATÅLSKARE, LIVSLÅGA, TREVLIG, HARMONISK, LUFTIG, ANPASSA, SKINANDE NN, ANATOL, UTRUSTA, VÄRMD, FÖRBRÄNNA, FÖRDJUPA and FÖRGYLLA

Some of the Appliances have a two (2) year guarantee from the original date of purchase. Appliances named TILLREDA, LAGAN

What is covered under this guarantee?

This guarantee applies to:

- Appliances only for Domestic use
- Covers defects in material or during Manufacturing
- Workmanship of 3 years for installation by IKEA INDIA co-workers or by authorized partners/associates/vendors
- Covers appliances bought from IKEA INDIA only
- The guarantee covers faults of the appliance, which have been caused by faulty construction
- Cost to replace or repair within the guarantee period including labour charges, transport, re-installation & spare parts

What is not covered under this guarantee?

- Appliances installed for any commercial purposes like the restaurants, canteens, pantry, schools, hospitals etc
- If the appliances are installed incorrectly by the customer or any vendor not authorized by IKEA INDIA
- If the appliance is not installed as specified/recommended by IKEA INDIA or the authorized associates/vendor/partner of IKEA INDIA
- Faults or defects due to non-servicing of the appliances (as prescribed by the appliance partner) – Care instructions
- Connection to the wrong voltage, damage caused by chemical or electro-chemical reaction (Care/ Installation Instructions)
- Rust, corrosion or water damage including but not limited to damage caused by excessive lime or salt in the water supply
- Damage caused by abnormal environmental conditions
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers
- Damages due to excess smoke
- Failure of the appliances operating due to cleaning & washing with excess water or soap or chemical solutions that not recommended by IKEA INDIA

What will IKEA do to correct the problem?

- For any concerns within the guarantee period, reach us at our Customer Service Center team.
- Once the concern is registered, IKEA INDIA will internally co-ordinate with the service company to fix an appointment for an inspection and visit the site of installation
- If considered covered, the designated service company through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product
- Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for repair without special expenditure
- Replaced products and product parts become the property of IKEA
- If the item is no longer sold by IKEA INDIA, IKEA INDIA will provide an appropriate replacement. It is IKEA INDIA that determines, at its sole discretion, what constitutes an appropriate replacement
- If the designated service company repairs or replaces the appliance under the terms of this guarantee, the designated service company will re-install the repaired appliance or install the replacement, if necessary
- The operation is covered if the product is easily accessible for repair. If the product is installed in a not standard, built-in solution, the customer has to make the product accessible before the service visit

Who will execute the service?

The designated service should be executed by the IKEA co-workers or the IKEA authorized vendor/associate/ partner through its own service operations.

Area of validity

This guarantee only applies to products purchased from IKEA India. An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- The technical specifications in force in India.
- The assembly and installation instructions and safety information that come with the appliance.

Limitation of liability

IKEA shall not be liable for any delay or failure in repairing or replacing the product under the guarantee if such delay or failure is caused due to factors beyond its reasonable control.

In no event shall IKEA INDIA be liable under this guarantee for any amount in excess of the price paid by the customer for the IKEA product in question.

How to reach us for before buying if you need advice

If you have any questions about our appliances, please contact us at

- The Store – Customer Relations Desk between 10:00 to 23:00 (all 7 Days)
- Email us at customercare.india@ikea.com
- Call us between 9:00 to 23:00 (all 7 Days) at 1800 419 4532
- Fix an appointment with the IKEA Kitchen's planning team at www.IKEA.in

How to reach us if you need service support after buying

Please contact IKEA Customer Service Center at

- Talk to our kitchen's expert co-workers between 9:00 to 23:00 (all 7 Days) at 1800 419 4532
- To make sure that we can give you the best assistance, please read the Instructions for Use carefully.
- Please keep the copy of the invoice handy to provide us the date of purchase and the article number bought from IKEA INDIA.
- Please keep the copy of the invoice handy to provide us the date of purchase and the article number bought from IKEA INDIA.

Terms and Conditions

IKEA INDIA - Appliances

- For Demo of the appliance after installation, please call us between 9:00 to 23:00 (all 7 Days) at 1800 419 4532
- The original sales receipt is required as proof of purchase
- If remedial service is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.
- The Guarantee as mentioned above applies only if the appliances are bought, installed, repaired or replaced by IKEA INDIA or IKEA INDIA vendor/associates/partners
- The Exchange and Returns of appliances bought from AS-IS within 7 Days
- All the appliances from FABER attracts Installation Charges to be paid by the customer to FABER representative at the time of installation

Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at IKEA.xx

